



FAQ Number: 1604

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Question: Do I need to keep a record and/or printout of my survey before transmitting it to DHS?

Answer:

The Submitter must save a copy of the completed CSAT survey for the record as specified in 6 CFR §27.255(b). In addition, a submitted copy of the CSAT survey will be helpful in case the data needs to be re-entered. This printed or electronic record must be protected as CVI as described in the CVI manual. Users can create a copy of the completed CSAT Survey by viewing and printing a summary report by following the steps below. Please note that once a CSAT survey is transmitted to DHS, a user will no longer be able to print a copy of it.

- Click on View Summary Report on the menu on the left.
- This report shows the questions and the data entered, and it can be printed using the Print This Report button on the top of the screen or the print function in your browser.
- In order for the summary report to be printed, the tool has to generate the report itself. Once the submitter has reached the final screen of the SVA, the submitter can navigate using the back button until a table appears on the left hand side of the tool. In the middle section of the table, there is the option to Schedule
- Summary Report. This will take about 24 hours. Once the report is ready, the user will receive an email to inform them that the summary report is ready. The user may then log back into the portal and go to the correct facility to view and print the summary report. Under certain circumstances, a summary report may need to be scheduled to be generated off line.

Please note: If the CSAT survey is transmitted to DHS prior to viewing and printing the summary report, the user will not retain the generated information and will instead produce a blank summary report. Once a CSAT survey has been completed and submitted, it cannot be recalled or printed.